



Central Supply-Quartermaster Merger Report Out

“Supply & Demand”

May 25-28

The Opportunity

Greg Wright, Business Manager
Kaizen Sponsor

Chad Dahm, Department of Human
Services, Des Moines



The “Supply & Demand” Team

Name of person presenting slide



Team Members “Supply & Demand”

Sonia

Facilitator

Facilitator

Team leader

Members

Chad Dahm, Department of Human Services

Ann Hogle, Performance Improvement

Russ Pape, Safety Officer

Sonia Freeman, Central Supply

Alayne Doe, Central Supply

Becky Starits, Central Supply

Gerene Thompson, Central Supply

Tami Smith, Quartermaster

Mike Hines, Quartermaster

John Griffith, Quartermaster

Shelley Gilgen, Maintenance

Jan Doe, Nursing

Penny Cutler-Bermudez, Rehab Services

Fern Steward, Nursing

Val DeVolder, Print Shop

Peggy Rohach, Respiratory Therapy

Karen Minser, Central Supply



Scope

Gerene

- **This event will address inventory, purchasing, receiving products, receiving and filling orders from internal customers and delivering of products.**

Goals

Becky

1. Zero duplication of processes
2. Single standardized order form and process
3. Zero disruption of services due to lack of product

Objectives

Fern

1. Combine the functions and responsibilities of QM and CS
2. Become more efficient
3. Ability to handle the ordering of supplies, inventory and delivery of respiratory supplies
4. Incorporate resident employees into the new department
5. Determine a reasonable response time for deliveries to customers
6. Develop a standardized and consistent department communications process
7. Educate the customers on the new department and new processes and their new role to elicit their cooperation
8. Develop a positive and mutually respectful working environment
9. Develop a consistent inventory and reorder process
10. Determine appropriate mail delivery system



Kaizen Methodology

Tami

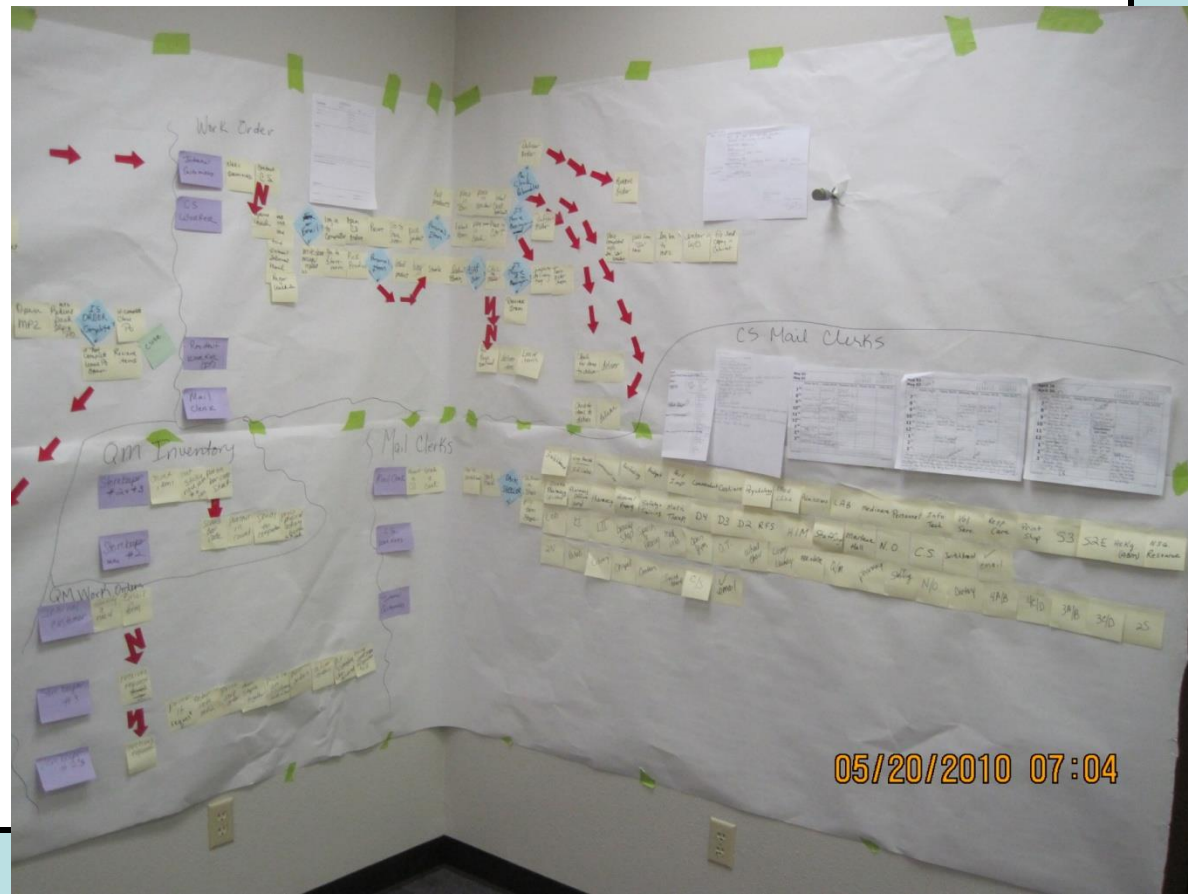
- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process

Val

**W
H
O
A**



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Brainstorming

Peggy

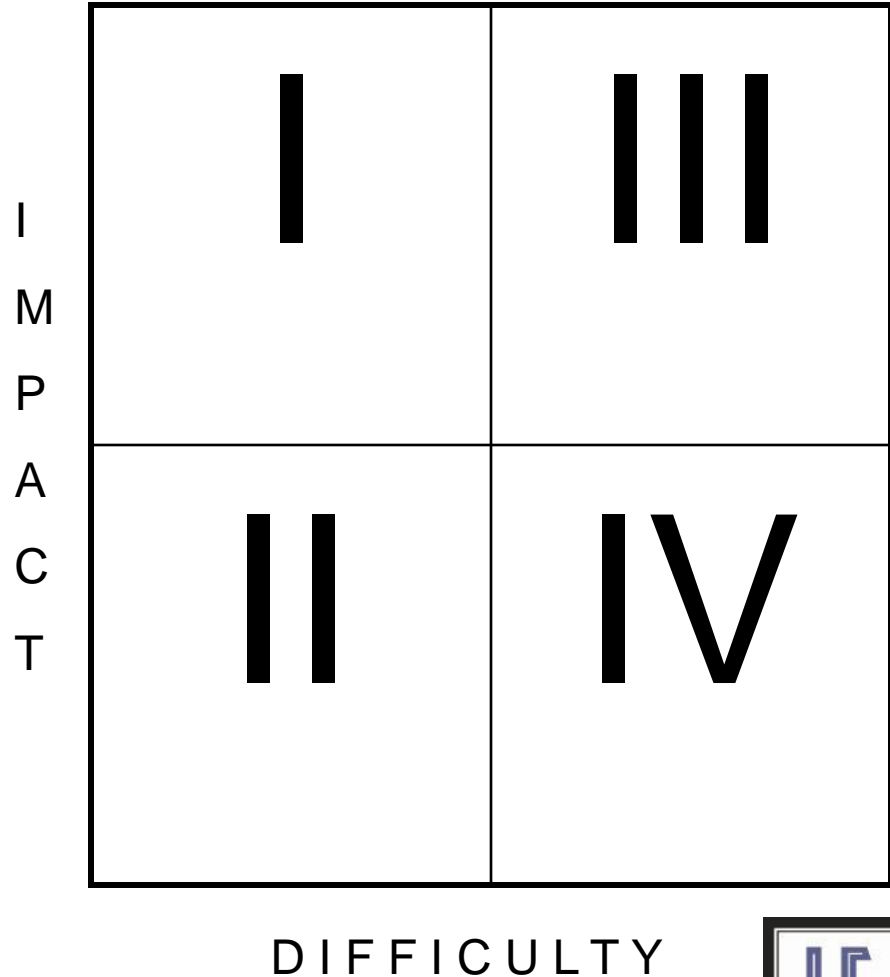
- One order form for QM and CS supplies
- Electronic ordering only
- Realign duties and cross train for QM and CS staff
- Standardize inventory in MP2, which includes reorder quantities
- Streamline mail system
- Complete bar coding for all three departments



De-selection Process

Peggy

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Mike



Results

Mike

	Current	New	% Change
Total Steps	456	338	26%
Total Delays	40	6	85%
Value Added Steps	34	30	12%
Decisions	24	20	17%
Total Handoffs	68	13	81%

Doing more with fewer staff (4 less) from the three departments
Processes more efficient

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Homework

Penny

Item	Item Description	Person Responsible	Due Date
1	Work with IT on purchasing memorials – process to send e-mail to Commandant's Office of purchase	Val	6-7-10
2	Education to all areas on QM deliveries one time per day – communication plan – 10:00 a.m. cut off MEMO	John & Mike	6-7-10
3	CS bulk delivery – educate and communicate with all areas involved – delivery only 2 times per week 10:00 a.m. cut off MEMO	Sonia, Jan, Fern	
4	Only electronic ordering – QM & CS – MEMO ONGOING (no faxes)	Sonia	6-7-10
5	IT intern to assist completion of bar-coding	Peggy	7-30-10
6	Small non-emergency items the units will pick up unless can wait for regular pick up – Memo	Gerene	6-14-10
7	Standardized order form for CS-QM – including trial period – training and roll-out	Mike, Chris, Carl	8-15-10



Homework

Penny

8	Bar coding in all three departments	Peggy, Tami, Sonia	8-30-10
9	HCPCS in MP2	Peggy, Sonia, Tami, Chris	8-30-10
10	Cross training of all staff - procedure manuals for cleaning	QM, CS & RT staff	9-1-10
11	Centralized Mail System	Val, Becky, Gerene, Penny,	9-10-10
12	Evaluate items that can be stored in QM from CS	John, Alayne	9-1-10
13	Standardize inventory in MP2 – disposable equipment Input into MP2 prior to deliveries to unit for CS & QM	Shelley, Peggy, Mike, Sonia	9-1-10
14	Units go back to ordering own CS supplies until MP2 fully implemented on all the units – MEMO – standardized process on all units by building – NUCS and Nsg. Staff place items where they want.	Jan, Fern	6-30-10

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Homework

Alayne

15	QM realign work duties for better flow and efficiency due to increased workload	Tami, Mike, John	6-24-10
16	Key control for off-shift (need access control)	Russ, John, Sonia	9-1-10
17	Volunteers to help with mail (flowers, etc.)	Becky	6-7-10
18	CS to order disposable RT supplies	Sonia, Peggy	7-1-10
19	Evaluate work hours	Becky, Sonia, Gerene	7-1-10
20	Utilize arts and crafts cart in QM	Penny	6-15-10
21	License tugger staff	Mike, John	6-30-10
22	Emergency work orders change number	Russ	6-4-10
23	LPN change cannula when changing neb-kit every 2 weeks	Jan, Fern	6-30-10



Homework

Alayne

24	Remove unnecessary items from QM that belong to other areas – review other areas for storage	Tami, Mike, John	6-30-10
25	Lab paperwork goes down with census or faxed	Fern	6-30-10
26	Until MP2 is up and running – CS & QM will highlight if an item is unavailable when they deliver products	Mike, John, Alayne, Sonia	6-7-10
27	Stand up computer is not hooked to computer	Sonia, Becky	6-30-10
28	Review PMs and frequency and necessity	Alayne, Peggy, Shelley	7-30-10
29	New emergency work order number	Russ	5-28-10
30	Refine donation process	John, Mike	Ongoing
31	Review menu and recreation calendar distribution	Gerene, Becky, Val	7-30-10
32	Can database allow those who ordered something to view the status	Carl, Chris, Val	7-30-10



Team Member Experience

John, Mike

Comments

- Mike Rohlf, Kaizen Facilitator, Department of Economic Development, Des Moines
- Russ Pape, IVH Safety
- Ann Hogle, Performance Improvement

**We welcome your
questions and comments!**

